



# Fremont Housing Navigation Center

**SIX-MONTH PROGRESS REPORT**

**OCTOBER 2020 – MARCH 2021**

Honoring the City of Fremont's commitment to provide transparent oversight of the Fremont Housing Navigation Center (HNC), this summary report details the first six months of operation including HNC participant data and program outcomes, as well as information on how the HNC has integrated into the community. The HNC is operated by Bay Area Community Services (BACS) and partners directly with the City of Fremont.

## COMMUNITY SUPPORT AND INTEGRATION:

Construction began in Fall 2019 and continued through the onset of the COVID-19 pandemic. The facility was completed in August 2020 and the Fremont community and media members were invited to attend a [virtual open house](#) to get a behind-the-scenes tour and help celebrate.

- [Fremont Opens 1st Homeless Navigation Center After Months of Debate](#), ABC 7 News
- [Fremont Navigation Center For Homeless Opens: Video](#), Fremont Patch
- [Making It In The Bay: Fremont Opens New Housing Navigation Center](#), NBC Bay Area
- [Fremont Opening Its First Homeless Navigation Center Monday](#), The Mercury News
- [City Opens Housing Navigation Center to Help Homeless](#), SF Gate



In partnership with the City of Fremont, BACS staff approached surrounding businesses in Central Downtown to introduce themselves and establish lines for ongoing communication. BACS also held multiple meetings with Police Department leadership and members of the Mobile Evaluation Team (MET). The City's Homeless Services Manager has served as the main liaison with the HNC and during the first six months has spent significant time building community relationships in the immediate area, brokering collaborative partnerships with non-profits, and providing resident referrals into the program.

Prior to the program's opening, there was significant community concern around safety and negative impacts on the surrounding neighborhood. During the first six months there have been no significant complaints, serious calls for police service, or visible blight as a result of the HNC.

To help residents of the HNC find permanent housing, BACS has developed new connections with 19 local landlords, of which 12 are located in Fremont. These relationships are necessary to forge partnerships to help place participants into permanent housing, within the community in which they are rooted.

Throughout the construction phase and into the official opening, HNC received monetary donations from the community totaling \$40,346, and many in-kind donations including bikes, shoes, meals, groceries, towels, bedding, hand-made quilts, clothing, hygiene kits, and items to beautify the landscape.



“Our hometown of Fremont like other cities has faced unprecedented challenges both regionally and nationally. The opening of this Center marked a major milestone in the City's endeavor to impact the growing homeless crisis in our community. I couldn't be prouder of our results during the first six months. On numerous occasions, I have visited and have been deeply moved by the personal stories shared by our community members living at the center who now have the resources and support necessary to rebuild their lives and focus on finding stable permanent housing.”

- Lily Mei, Fremont Mayor

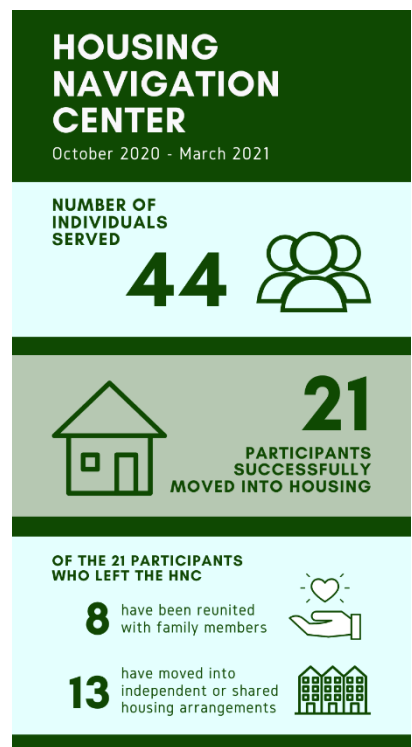


## PROGRAM OVERVIEW:

On September 28, 2020, the HNC welcomed its first 25 residents. The facility has a capacity for 45 however, the program is required to serve at 50% capacity until COVID-19 restrictions are changed to allow expansion to full-capacity.

All program residents were living in Fremont, Newark, or Union City prior to their stay at the HNC. While some participants were chosen through the Tri-City Area Coordinated Entry process, many residents were referred from the Fremont Winter Shelter program or the BACS Wellness Center, located off Grimmer Boulevard.

To date, HNC has served 44 individuals, 21 of which have moved into housing. All remaining residents are still actively participating in the program. Of the 21 participants who have left the HNC, eight have been reunited with family members and 13 have moved into independent or shared housing arrangements. There have been no returns to homelessness by any of the participants during the first six-months. BACS has assisted all participants to help increase their income either through accessing benefits or gaining employment. Most participants



have averaged a stay in the program for 4 months. It's important to note that not all participants are able to return to the workforce due to their age or disability, and when some do gain employment, the jobs may not provide a livable wage for the region. Limitations to income have a direct effect on housing



options. Eight of the 21 stably housed were reconnected with family, and many entering permanent housing are doing so in shared housing arrangements or through affordable housing options for those who can qualify through low-income programs. Often a short-term rental subsidy, known as Rapid Rehousing (RRH), is used to support individuals with this transition.

BACS, in alignment with the City, recognizes and practices racial equity in program implementation; using the [Alameda County 2019 Point in Time Count](#) race and ethnicity data, as a metric to measure adherence to racial equity and equal access. In many areas, the race/ethnicity breakdown of FHNC program enrollees reflects the race/ethnicity breakdown of

those experiencing homelessness in Fremont in 2019. Below is a comparison of the 2019 Data and the HNC six-month data:

Race	2019 – Point in Time Count	HNC Data
Asian	2%	20%
American Indian/Alaska Native	2%	2%
Black/African American	20%	25%
Native Hawaiian/Pacific Islander	3%	0
White	49%	43%
Multiple Races/Other	24%	9%
<b>Ethnicity</b>		
Latinx	21%	36%

## PROGRAM FUNDING:

The HNC program is made possible through multiple funding sources. A combination of California's HEAP (Homeless Emergency Aid Program) and CESH (California Emergency Solutions and Housing) grants, support from Alameda County's Social Services Agency, partnerships with the cities of Newark and Union City, a direct investment from the City of Fremont's Affordable Housing Fund, and multiple donations (a full list is provided at the end of this report) are funding the first year of operations. The City is anticipating a cost savings, since the program has opened at a reduced capacity due to the COVID-19 pandemic. A full realization of program costs and savings will be shared in an annual report, with Fiscal Year 2020/2021 totals.



## RESIDENT STORIES:

- *A young woman aged 23 arrived at the Winter Shelter in December 2020, after staying on the streets for a few months. During her stay at the Winter Shelter she started working at a grocery store in the neighborhood, and as soon as there was an open bed at the HNC, she was referred by staff and enrolled in the same week. By March 2021, she transitioned into stable housing using her earnings and some financial assistance from BACS.*
- *One female participant underwent a serious neck surgery while staying at the HNC. After her health improved, she was connected with a landlord and given an opportunity to share a large master bedroom with her sister. They were successfully re-housed with affordable rent for their family. She pays \$600 a month out of her fixed income, for the shared unit.*
- *A male participant, on fixed income, was experiencing multiple traumas of homelessness and the recent loss of his mother. BACS assisted him with counseling and a lot of encouragement to not give up and use the opportunity at HNC to overcome the long-term obstacles he had been facing. This participant worked well with staff and found a studio in Oakland for \$1,371.00 a month. He is now focusing on financial literacy and savings for his future.*



## SIX-MONTH OUTLOOK

With vaccinations more prevalent in the community and the decrease in COVID-19 case rates, staff are hopeful that HNC occupancy will increase, possibly reach full capacity within the next six months.

## STAY CONNECTED

To stay up to date and/or learn more about Fremont's Housing Navigation Center, visit [Fremont.gov/HNC](https://fremont.gov/HNC).

## THANK YOU!

The following groups and individuals are some of the many who contributed to the initial success of launching the Fremont Housing Navigation Center:

Aparna Yerragudi, Girl Scout Troup  
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Madhu Aggarwal  
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Mission Peak Unitarian Universalist  
Congregation  
Mission San Jose Chamber of Commerce  
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The Kirtirkar-Jacobs  
The Sud Family